SERENDIPITY
Institute for Black Arts and Heritage

Education And Programme Manager

Role:	Education and Programme Manager
Responsible to:	CEO and Artistic Director
Academic accountability:	Academic Lead(s), MA Black British Dance and Performance
Hours:	22.5 hours per week (3 days)
Salary:	£30,000 per annum pro rata
Contract:	Initial two-year appointment
Location:	Serendipity Institute for Black Arts and Heritage, Leicester

About Serendipity

Serendipity Institute for Black Arts and Heritage is a nationally and internationally recognised cultural institution dedicated to championing Black arts, culture and heritage. Through festivals, exhibitions, publishing, archives, research, heritage, professional development and education, Serendipity places the histories, creativity and lived experiences of people of African and African Caribbean heritage at the centre of its work. Education is fundamental to Serendipity's mission. We believe learning should not exist in isolation from artistic practice or cultural leadership. Our programmes connect scholarship with performance, archives with contemporary practice, and research with public engagement.

The MA Black British Dance and Performance: Impact, Voice and Gaze, delivered by Serendipity and validated by the Northern School of Contemporary Dance (NSCD), exemplifies this approach. Unlike a traditional university programme, students study within a vibrant cultural institution where they engage directly with artists, academics, curators, festivals, archives, publications, conferences and international practitioners. The organisation itself becomes part of the learning experience, creating a distinctive environment in which academic study, professional practice and cultural leadership are fully integrated.

Job Purpose

The Education and Programme Manager is responsible for the effective management, coordination and administration of Serendipity's education portfolio, with primary responsibility for the operational and academic administration of the MA Black British Dance and Performance: Impact, Voice and Gaze.

The postholder will manage the administrative student journey from initial enquiry and recruitment through admissions, enrolment, programme delivery, assessment, progression and completion.

A core responsibility of the post is the effective administration of the academic and digital learning systems required for the MA, including Moodle and associated student record, assessment and learning platforms. The postholder will ensure that programme information, teaching materials,

assessment information, student communications and relevant academic documentation are accurate, current and available when required.

The postholder will also have operational responsibility for recruiting future MA cohorts, developing and maintaining a strong pipeline of prospective students and working with the Communications team and external partners to ensure the programme is effectively promoted nationally and internationally.

Working closely with the CEO and Artistic Director, Academic Lead(s), tutors, visiting practitioners and colleagues at NSCD, the Education and Programme Manager will ensure that the MA is professionally administered, academically compliant and delivered to a consistently high standard.

The role will also coordinate agreed areas of Serendipity's wider education and professional development programme, including Continuing Professional Development (CPD), Summer School, conferences, lectures and other learning initiatives.

As this is a three-day-per-week role, the MA is the principal priority. Wider education activity will be planned around the academic calendar, available capacity and agreed organisational priorities.

The postholder will be expected to take ownership of their area of responsibility, plan ahead, manage deadlines, maintain accurate records, identify potential issues and provide the CEO and Artistic Director and Academic Lead(s) with timely information about progress, risks and matters requiring decision.

Key Responsibilities

1. MA Programme and Academic Administration

Take day-to-day operational responsibility for the administration and coordination of the MA Black British Dance and Performance: Impact, Voice and Gaze.

Responsibilities include:

- Maintaining the annual academic and operational calendar.
- Coordinating student enrolment, registration and induction.
- Producing and maintaining teaching schedules, timetables and programme calendars.
- Maintaining accurate student records and academic documentation.
- Coordinating module administration.
- Ensuring student handbooks, module information and programme documentation are prepared, reviewed, approved and issued within agreed timescales.
- Coordinating assessment submission and associated administrative processes.

- Maintaining assessment, progression and completion records.
- Supporting moderation, external examination and quality assurance processes.
- Coordinating student completion and graduation arrangements.
- Maintaining clear records of academic decisions, actions and deadlines.
- Monitoring progress against the academic calendar and ensuring agreed actions are followed through.
- Identifying operational or administrative issues at an early stage and escalating matters requiring academic or senior management decisions.

Academic judgements, assessment decisions and matters relating to academic standards remain the responsibility of the Academic Lead(s) and appropriate academic structures.

2. Moodle, Digital Learning and Academic Administration Systems

Take day-to-day responsibility for the effective administration of Moodle and other digital and academic administration systems used in the delivery of the MA.

Responsibilities include:

- Maintaining the MA Moodle environment and ensuring it is appropriately structured for each academic year.
- Setting up and maintaining programme and module areas.
- Uploading and maintaining approved module documentation, timetables, assessment information and learning resources.
- Ensuring students and tutors have appropriate access to Moodle and relevant academic systems.
- Maintaining accurate and current information across the digital learning environment.
- Coordinating the publication of assessment briefs, submission information and academic deadlines.
- Supporting the administration of online assessment submissions and associated records.
- Ensuring approved teaching and learning materials supplied by Academic Leads and tutors are available to students in a timely manner.
- Supporting students and tutors with routine use of Moodle and referring technical issues to the appropriate technical support.
- Maintaining appropriate digital records in accordance with academic requirements, GDPR and Serendipity's information management procedures.
- Working with NSCD to ensure relevant academic administration systems and processes meet validation and quality assurance requirements.
- Developing and maintaining sufficient knowledge of the systems to ensure the effective and consistent administration of the MA.

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3. Student Recruitment and Admissions

Take operational responsibility for the recruitment and admissions pipeline for future MA cohorts, working towards agreed recruitment targets and ensuring that recruitment activity takes place throughout the year.

Responsibilities include:

- Developing and implementing an annual MA recruitment plan in consultation with the CEO and Artistic Director and Academic Lead(s).
- Maintaining an active pipeline of prospective students.
- Identifying appropriate recruitment opportunities, networks and partnerships.
- Managing enquiries from prospective students and ensuring timely and appropriate follow-up.
- Building and maintaining relationships with potential applicants.
- Coordinating applications, interviews and auditions.
- Maintaining accurate applicant and recruitment records.
- Organising Open Days, webinars, information sessions and recruitment events.
- Working closely with the Communications team to plan and coordinate MA recruitment campaigns and content.
- Providing Communications colleagues with accurate course information, recruitment dates, student stories and relevant programme material.
- Developing relationships with universities, conservatoires, dance organisations, artists, professional networks and cultural organisations that may provide recruitment routes into the MA.
- Promoting progression routes from Serendipity's programmes and professional networks.
- Monitoring enquiries, applications, offers, acceptances and enrolments against agreed targets.
- Following up prospective students at appropriate stages of the recruitment process.
- Maintaining appropriate contact with applicants between offer and enrolment to support conversion.
- Producing regular recruitment pipeline updates for the CEO and Artistic Director and Academic Lead(s).
- Identifying recruitment gaps or risks at an early stage and proposing appropriate action.
- Reviewing recruitment activity to identify which approaches, partnerships and activities are generating enquiries, applications and enrolments.

Recruitment is a core responsibility of this post. The Education and Programme Manager will work collaboratively with the Communications team on marketing and promotion but will retain responsibility for managing the MA recruitment pipeline from initial enquiry through to enrolment.

4. Student Experience

Act as the principal administrative contact for MA students and provide a professional, responsive and supportive point of contact throughout their studies.

Responsibilities include:

- Providing students with accurate and timely programme information.
- Coordinating student induction and orientation.
- Maintaining regular student communications, including through Moodle and other agreed systems.
- Scheduling tutorials, student meetings and academic activities.
- Monitoring the administrative aspects of student engagement and progression.
- Ensuring students understand key dates, assessment processes and programme requirements.
- Responding promptly and professionally to student enquiries.
- Supporting students to navigate relevant academic administration systems.
- Referring academic, wellbeing, safeguarding or accessibility matters to the appropriate lead or service.
- Supporting an inclusive postgraduate learning environment that reflects Serendipity's values and commitment to Black arts, heritage and cultural leadership.

5. Academic Coordination and Quality Assurance

Support Serendipity and NSCD in meeting the administrative requirements associated with the validated MA.

Responsibilities include:

- Acting as the principal administrative liaison with NSCD.
- Maintaining current programme, validation and academic documentation.
- Coordinating documentation required for assessment, academic boards and quality assurance processes.
- Supporting external examiner arrangements.
- Coordinating information required for annual monitoring and programme review.
- Maintaining accurate records of academic processes and agreed actions.
- Ensuring relevant academic deadlines and requirements are communicated internally and followed through.

- Supporting preparations for periodic review, revalidation and other quality assurance processes where required.
- Referring matters relating to academic policy, standards and academic judgement to the Academic Lead(s).

6. Tutor and Visiting Practitioner Coordination

Provide effective administrative coordination for tutors, guest lecturers, artists and visiting practitioners involved in the education programme.

Responsibilities include:

- Maintaining tutor and guest lecturer schedules.
- Coordinating contracts and letters of engagement for approval.
- Confirming teaching dates, requirements and arrangements.
- Coordinating travel and accommodation where required.
- Collating teaching materials and programme information supplied by tutors.
- Scheduling tutorials and academic meetings.
- Maintaining effective tutor communications.
- Coordinating guest lectures and specialist sessions.
- Ensuring visiting practitioners receive appropriate programme and organisational information.
- Ensuring tutors provide required academic and teaching materials within agreed timescales.

7. Education and Professional Development Programme

Coordinate agreed areas of Serendipity's wider education and professional development programme.

This may include:

- Continuing Professional Development (CPD)
- Masterclasses
- Summer School
- Artist development programmes
- Leadership programmes
- Academic conferences and symposia
- Public lectures
- Research seminars
- Heritage and archive learning
- Student placements and internships

- Other education and professional learning initiatives

Responsibilities may include:

- Participant registration and administration.
- Programme scheduling.
- Tutor and speaker liaison.
- Learning materials and participant information.
- Certification where appropriate.
- Evaluation and feedback.
- Maintaining relevant programme records.

The scale and timing of wider education activity will be agreed with the CEO and Artistic Director and must remain proportionate to a three-day-per-week role and the requirements of the MA.

8. Education Partnerships

Support the effective administration and development of Serendipity's education partnerships.

This will include maintaining effective working relationships with:

- Northern School of Contemporary Dance.
- Higher education institutions and conservatoires.
- Cultural and heritage organisations.
- Dance organisations.
- Artists, academics and visiting practitioners.
- Professional networks.
- Education and community partners.

The postholder will ensure that agreed actions arising from partnerships are recorded, communicated and progressed within agreed timescales.

9. Learning Resources

Support the effective coordination and production of high-quality learning resources.

Responsibilities include:

- Coordinating course and module materials.

- Preparing student and participant information packs.
- Collating and formatting education resources using content supplied or approved by the relevant Academic or Programme Lead.
- Supporting the production of learning resources for wider education programmes.
- Maintaining organised digital education resources and programme documentation.
- Ensuring materials are accessible, professionally presented and consistent with Serendipity's values and approach.

The postholder is not responsible for determining academic content or making academic judgements independently.

10. Monitoring, Evaluation and Reporting

Maintain accurate information about the performance, participation and reach of Serendipity's education programmes.

Responsibilities include:

- Maintaining student, applicant and participant data.
- Monitoring recruitment and admissions information.
- Maintaining programme statistics.
- Coordinating student and participant feedback.
- Supporting programme evaluation.
- Preparing draft education reports for review.
- Maintaining records required by NSCD, funders and organisational partners.
- Providing concise and regular updates to the CEO and Artistic Director and Academic Lead(s).
- Ensuring data is managed appropriately in accordance with GDPR and organisational policies.

11. Planning, Accountability and Communication

The Education and Programme Manager is expected to work proactively and maintain a clear overview of upcoming academic and programme requirements.

The postholder will:

- Maintain forward plans for the MA and agreed education activity.
- Manage deadlines and ensure agreed actions are completed.
- Anticipate upcoming academic, student, recruitment and programme requirements.
- Provide the CEO and Artistic Director with clear, concise and timely updates on progress.

- Maintain effective communication with Academic Lead(s).
- Identify risks, delays or dependencies at an early stage and escalate them appropriately.
- Ensure relevant colleagues understand what is required of them and by when.
- Maintain clear records of decisions, actions and responsibilities.
- Work collaboratively across Serendipity to ensure education is effectively integrated with the organisation's artistic, heritage and public programmes.

12. Financial and Administrative Coordination

Within the education portfolio, the postholder will:

- Prepare purchase orders and invoices for approval.
- Track agreed expenditure and payments relating to tutors, speakers and programme activity.
- Maintain appropriate administrative records.
- Provide relevant information to the Finance team.
- Coordinate room bookings and programme resources.
- Ensure expenditure is authorised through the appropriate organisational procedures.

The postholder does not hold independent budget authority unless specifically delegated.

Working Across Serendipity

The Education and Programme Manager is part of the wider Serendipity team and will work collaboratively with colleagues across arts and culture, heritage and collections, communications, finance and administration.

The role may provide support during significant education-related organisational events where these form part of the agreed education programme. The post is not intended to provide general event administration or general office support across the organisation.

Any wider responsibilities must be appropriate to the role, agreed with the CEO and Artistic Director and achievable within the contracted three days per week.

Key Priorities

The principal priorities of the post are:

1. Effective operational and academic administration of the MA.

2. Active recruitment of future MA cohorts and management of the recruitment and admissions pipeline.
3. Effective administration of Moodle and other academic and digital learning systems.
4. A high-quality, responsive and well-organised postgraduate student experience.
5. Compliance with NSCD academic administration, validation and quality assurance requirements.
6. Effective coordination of tutors, academic processes, assessment and programme documentation.
7. Forward planning, communication and timely completion of actions.
8. Delivery of agreed wider education and professional development activity within the capacity of the three-day role.

Where competing demands arise, the MA, student recruitment and academic administration requirements take priority, with priorities agreed with the CEO and Artistic Director in consultation with the Academic Lead(s) where academic delivery is affected.

Person Specification

Essential Qualifications

- A Master's degree or equivalent postgraduate qualification.
- Evidence of continuing professional development relevant to education, programme management, arts, culture or a related field.

Essential Experience, Knowledge and Skills

The successful candidate will have:

- Experience of higher education, postgraduate education or academic programme administration, or substantial directly transferable experience.
- Experience of working with postgraduate students, adult learners or individuals within a higher education or professional learning environment.
- Experience of using Moodle or a comparable Virtual Learning Environment (VLE)/Learning Management System, with the ability to administer and maintain online programme information, academic documentation and learning resources.
- Experience of student recruitment, admissions, applicant engagement or comparable recruitment activity.
- Understanding of the postgraduate student journey from initial enquiry and application through enrolment, study, assessment, progression and completion.

- Understanding of the professional boundaries and expectations involved in supporting students at postgraduate level.
- Strong organisational and programme management skills.
- Experience of taking responsibility for processes, deadlines and follow-through.
- Excellent written and verbal communication skills.
- Ability to communicate confidently and appropriately with postgraduate students, academics, artists, external examiners and institutional partners.
- Ability to work with academic documentation and communicate complex information clearly and accurately.
- Experience of maintaining confidential student or participant records and data.
- Strong digital skills and confidence in learning and managing academic administration systems.
- Ability to interpret academic procedures and ensure administrative processes are followed consistently.
- Ability to manage multiple priorities while maintaining accuracy and attention to detail.
- Ability to work independently, use initiative and identify when matters need to be escalated.
- Ability to plan ahead and anticipate academic and programme requirements.
- Ability to take an active role in recruiting future MA students and maintaining relationships with prospective applicants.
- Ability to monitor recruitment activity from initial enquiry through application, offer, acceptance and enrolment.
- Ability to communicate progress, risks and outstanding actions clearly to senior management and Academic Leads.
- Ability to work collaboratively across academic, communications and organisational teams.
- Understanding of equality, diversity and inclusion within higher education and/or the cultural sector.
- Commitment to Serendipity's mission and to the advancement of Black arts, heritage, education and cultural leadership.

Desirable

- Experience of postgraduate programme administration.
- Experience of working with a validating higher education institution.
- Knowledge of academic quality assurance, assessment, moderation and external examination processes.
- Experience of managing student recruitment pipelines and applicant conversion.
- Experience of student record systems and online assessment processes.
- Experience of supporting blended or distance learning.
- Experience within an arts, dance, cultural or heritage organisation.
- Experience of coordinating academic conferences, professional development or learning programmes.

- Knowledge of GDPR within a higher education environment.
- Experience of CRM systems used for student recruitment or relationship management.

Personal Attributes

The successful candidate will demonstrate:

- Professionalism and discretion.
- Intellectual confidence and the ability to work effectively within a postgraduate academic environment.
- Initiative and sound judgement.
- Strong attention to detail.
- Accountability and reliability.
- Forward planning and the ability to anticipate requirements.
- A solutions-focused approach to problems.
- Cultural awareness and sensitivity.
- A collaborative working style.
- Flexibility and adaptability.
- Confidence when working with students, academics, artists, senior colleagues and external partners.
- Commitment to providing an excellent postgraduate student experience.
- Commitment to Serendipity's values and organisational mission.

Terms and Conditions

Salary:	£30,000 per annum pro rata
Hours:	22.5 hours per week (3 days)
Contract:	Initial two-year appointment
Pension:	People's Pension
Annual Leave:	25 days plus statutory holidays, pro rata
Location:	Serendipity Institute for Black Arts and Heritage, Leicester

Some flexibility may occasionally be required around key academic events, induction, assessment periods, conferences or programme delivery. Any additional hours will be managed in accordance with Serendipity's policies.

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Why Join Serendipity?

This is an opportunity to play an important role in a distinctive model of postgraduate education that places Black British dance, performance, heritage and cultural leadership at its heart.

Rather than working within a traditional university environment, the Education and Programme Manager will support a postgraduate programme embedded within one of the UK's leading Black-led cultural institutions. Students are immersed in a dynamic creative environment where academic study is informed by live performance, festivals, archives, publishing, heritage, research, international artists and public engagement. The Education and Programme Manager will play a central role in making that experience work: ensuring the programme is well organised, students are supported, academic systems and processes are robust, partners and tutors are effectively coordinated and future cohorts are actively recruited and developed.

How to Apply

Please submit your CV and a covering letter explaining, with examples, how you meet the essential criteria and any relevant desirable criteria in the person specification.

Applications should be sent to:

opportunities@serendipity-uk.com

Please contact us at the same address if you require application information in an alternative format or an adjustment to the recruitment process.

Serendipity Institute for Black Arts and Heritage is an equal opportunities employer. We particularly welcome applications from individuals from groups currently underrepresented within the arts and cultural sector.